



Revision number: 1

Purchasing Agent: Roselle Miller

**Item: Medical Interpretive Services**

Vendor: 53755D

Language Line Services  
1 Lower Ragsdale Dr. Bldg 2  
Monterey CA 93940

Internet Homepage:

[www.languageline.com](http://www.languageline.com)

Telephone:

(831) 648-7458 OR 1 800 752-6096 #9 EX7458

Fax number:

(831) 648-5859

Contact:

Kimberlee Ramage

Email address:

[kramage@languageline.com](mailto:kramage@languageline.com)

Brand/trade name:

Price:

See attached price schedule

Terms:

N/A

Effective dates:

01/01/01 through 12/31/03

Days required for delivery:

Price guarantee period:

Minimum order:

Min shipment without charges:

Other conditions:

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PLEASE NOTE NEW CONTACT PERSON ON CONTRACT.

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This is a multiple award contract. Please see MA1266, MA1267, MA1268 and MA1269.

This contract covers only those items listed in the price schedule. It is the responsibility of the agency to ensure that other items purchased are invoiced separately. State agencies will place orders directly with the vendor (creating a PG in Finet) and make payments for the same on a PV referencing the original PG. Agencies will return to the vendor any invoice which reflects incorrect pricing.



### **SERVICES**

1. Medical interpretive services will be provided during regular daytime work hours, as well as on an emergency basis in accordance with the terms of the original request for proposal (RFP).
2. The contractor agrees to provide assurance to the requesting agency that the interpreter/translator is competent in their native language, as well as in English, in accordance with the standards established in the RFP.
3. The Contractor agrees to provide interpreters/translators who have a basic understanding of medical terminology in accordance with the terms of the RFP.
4. The Contractor agrees to provide specialized services such as a request for an interpreter of a specific gender, continuity of interpretive services (using the same interpreter for the majority of interpretive services for the same client), or other special situations.
5. The Contractor shall ensure that interpreters/translators adhere to uniform set of ethical standards and adhere to confidentiality standards.
  - A. Ethical standards would include things such as maintaining neutrality of position, interpreting all conversations such as between a physician and nurse as well as the physician and patient, and treating the client with respect.
  - B. Confidentiality standards would include things such as a signed statement covering non-disclosure of information on the client or interaction with anyone outside of the provider setting, etc. The Contractor agrees to provide documentation on the process/methods used to ensure the standards in the RFP if requested and also agrees to implement corrective action if there is a breach of performance in the area.



**COST**

**ENROLLMENT FEE**

One time setup fee for each client identification number which includes a detailed monthly statement **\$100.00**

**Monthly fee**

Monthly minimum applied against usage **\$50.00**

**All languages \$2:00 per minute**

FINET COMMODITY CODE (S):

96102000000 - ADMINISTRATIVE SERVICES ALL KINDS

96175000000 - TRANSLATION SERVICES

**REPORTS**

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THE CONTRACTOR WILL SUBMIT QUARTERLY REPORTS TO THE STATE PURCHASING AGENT SHOWING QUANTITIES AND DOLLAR VOLUME OF PURCHASES BY EACH STATE AGENCY AND POLITICAL SUBDIVISION. THESE REPORTS WILL BE DUE 10 DAYS AFTER THE CALENDAR QUARTER.